



DD Loyalty User Guide

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Introduction:

This app is intended for customer's use. It is used to browse companies and request membership right from the App. You can receive your card virtually and use the cards for the preferred branch to gain rewards points and special members offers. Surf the companies list, surf their branches close to you, allocate special offers, promotion and special events. Participate in polls to provide your opinion. It provides an easy way to communicate your feedback and provide your insight to the company management and receive a quick answer to your inquiry.

Installation:

This application is compatible both with Android and iOS devices. Search for DD Loyalty app on Google Play store and Apple Store for Android and iOS version respectively.

Registration:

Creating an account is the first step in order to use this application. Registration process is divided into two steps as shown in Figure 1 and Figure 2 below.

- a) Entering basic user information e.g. name, email, contact number and password.
- b) Enter your location information e.g. country, territory and city.

Figure 1: Basic Info

Figure 2: Location Info

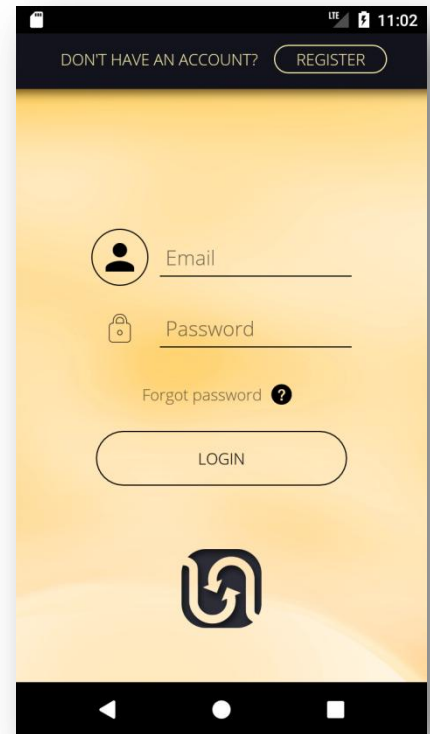
If you already have an account, you can go to login screen by clicking on Login button at the bottom of registration screen.

User Login:

In order to use the application, you must provide valid email address and password to login to the application. Login screen has two more options as shown in Figure 3.

- a) If you do not have valid email address, you can register an account by clicking on Register button at the top of the screen.
- b) In case you do not remember your password, you can ask for help by clicking on 'Forgot password' option.

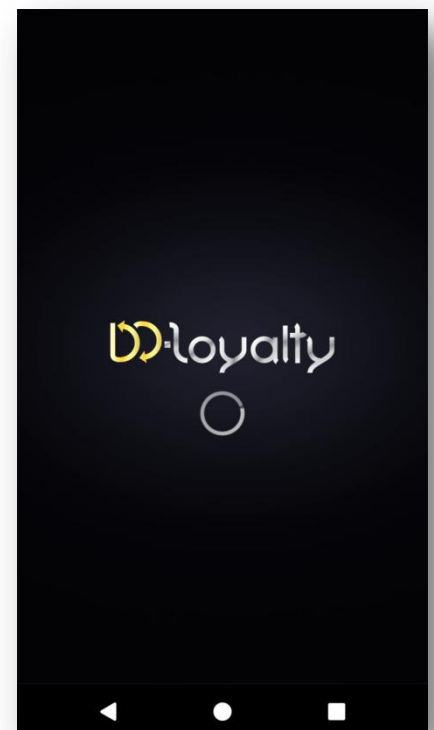
Figure 3: Login



Launch Screen:

After successful login, there is a launch screen (Figure 4) with an application logo and a progress bar. When you launch the application for the first time, it will take some time on launch screen in order to download all the necessary data from server and insert into local database. After completing all the process, it will move to Home screen of the application.

Figure 4: Launch Screen

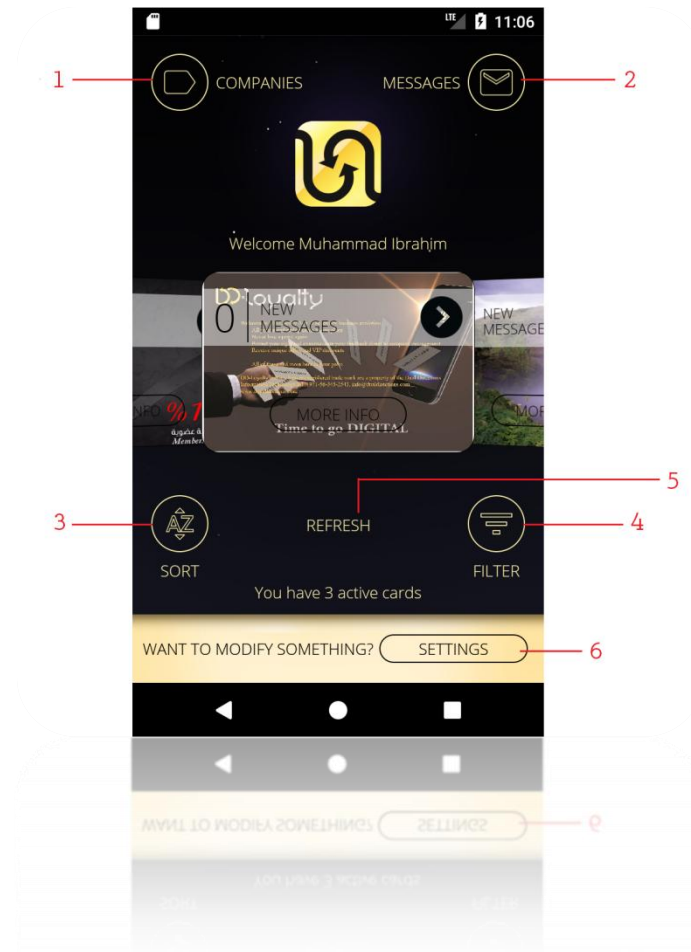


Home Screen:

This is the main screen of the application where you can see all your loyalty cards. This screen provides 6 more options as shown in Figure 5.

1. Shows list of companies
2. Shows list of messages
3. Sort your cards by name or date and in ascending or descending order.
4. Filter your list of cards.
5. Click here to refresh application data.
6. Click here to go to settings screen and modify anything.

Figure 5: Home screen



Loyalty Card:

The format of a loyalty card on your home screen looks like Figure 6.

1. New messages counter, shows you the number of new messages from the company of this card.
2. Click here to see detail information about the card.

Figure 6: Card



Loyalty Card Detail:

Clicking on more info button of loyalty card will open detail view of the card. Detail view shows following information.

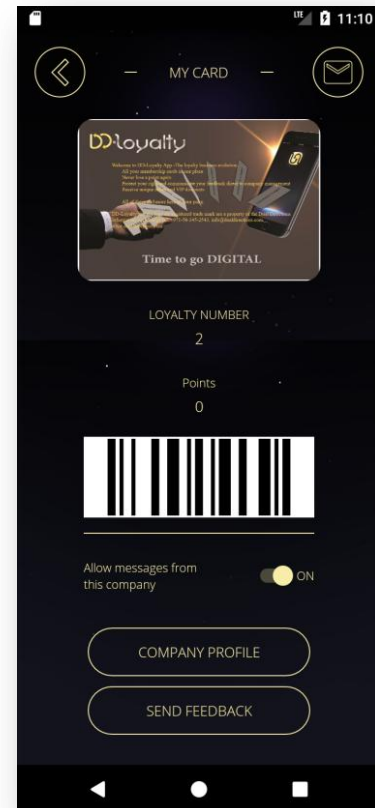
1. Loyalty Number
2. Total points
3. Bar code which has loyalty number information.
4. A switch that can be turn on and off. In order to be able to receive messages from the corresponding company, this switch must be ON.
5. Two buttons to view company profile and send feedback to the company.

Detail view has two mode of orientation i.e. Landscape mode (Figure 7) and Portrait mode (Figure 8) shown below.

Figure 7: Card in Landscape mode



Figure 8: Card in Portrait mode

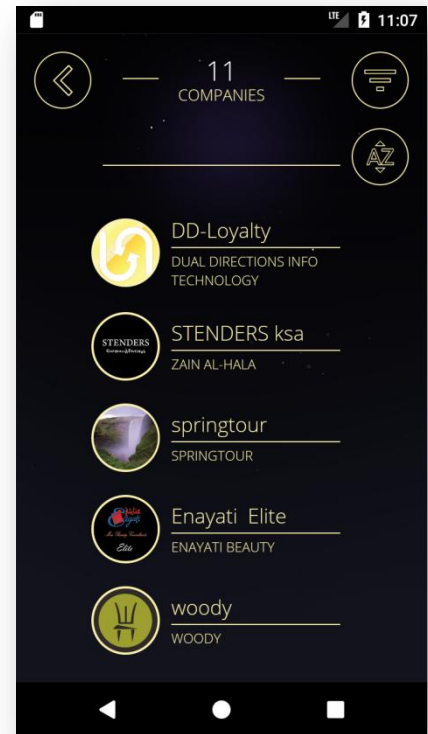


Companies List:

This screen shows list of all the companies in your country. If you are a member of a company and the company is located outside your country, that company is also shown in the companies list. Companies list have three main features i.e. filter, sort and search as shown in Figure 9.

1. Filter option at top right of the screen gives opportunity to filter companies list to show newly joined companies or only companies in your city. It can also filter companies based on your membership.
2. Below the filter button is option for sorting. It can sort companies list by name of company or joining date of company and in ascending or descending order.
3. Beside the sort option, there is a search field where you can search for a company in companies list.

Figure 9: Companies List



Company Profile:

By clicking on any company item in companies list will open company profile. Company profile shows the detail information about the company (Figure 10)

1. Company address: Below the company image, there is address of the company which shows city, territory and country.
2. Company contact: Below the address is contact information which include contact number and email. Both contact number and email are clickable. Also there are clickable social media icons which can open the social media pages of the company.
3. Company branches: If a company has more than one branches, these branches are shown with address and contact of the branch. Also there is a clickable location icon which shows location of the branch on map.
4. Join Loyalty program: If you want to join membership of a company, click this button to submit your request. Once

Figure 10: Company Profile



approved, the company will assign you a membership card and loyalty number.

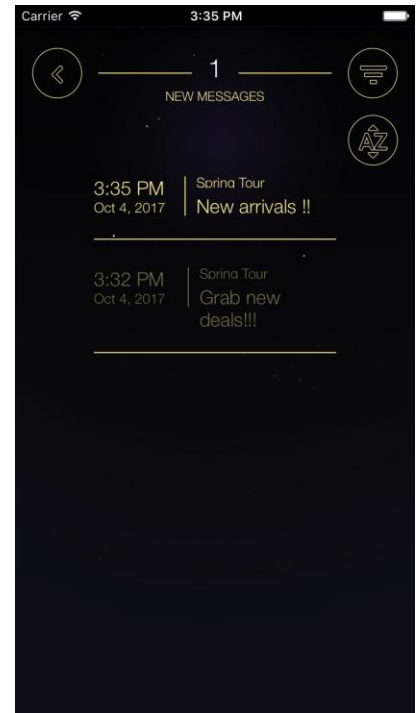
5. View communications: Click this button to view any previous communication with the company.
6. Send feedback: Click this button to send your feedbacks and suggestions to the company.

Messages List:

By clicking on messages button on top right corner of home screen, a list of messages is displayed (Figure 11). This list has all the received messages from all the companies. There are two possible actions on this screen.

1. Filter messages: you can filter list of messages based on unread message or poll messages and message from loyal company or non-loyal company.
2. Sort messages: Messages list can be sorted alphabetically or by arrival date and in ascending or descending order.

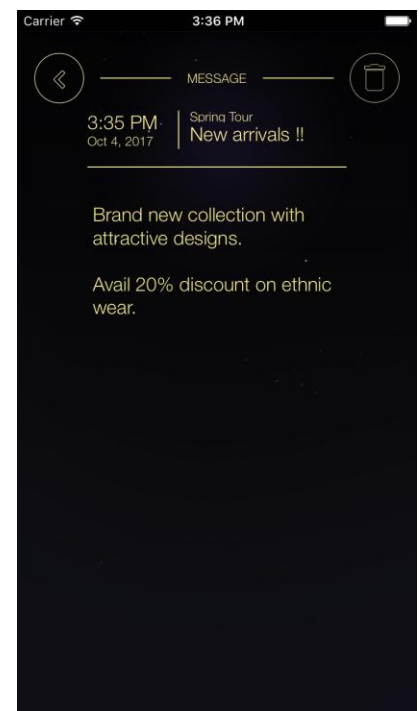
Figure 11: Messages List



Messages Detail:

When click on any message in messages list, it open the detail of the message. Message detail screen shows subject and detail of the message as well as the sender name, date and time (Figure 12).

Figure 12: Message Detail



Settings screen:

Setting screen can be opened by clicking on setting button at the bottom of home screen. This screen shows name of the user as well as email, city, territory and country of the user (Figure 13).

1. User can update his profile information by clicking on edit profile button which opens edit profile page as shown in Figure 14.
2. Below this button is UUID of the user.
3. There are two switches provided. First is used to be able to receive or stop notifications from companies by turning on and off the switch respectively. If you are not a member of a company and still you want to receive messages of that company, the second switch is turned on to receive messages from non member companies.
4. Since the app is published in ten languages, you can change the language by clicking on language and selecting from the list of languages.
5. You can logout from the application any time by clicking on logout button at the top right corner of the settings screen.

Figure 13: Settings screen

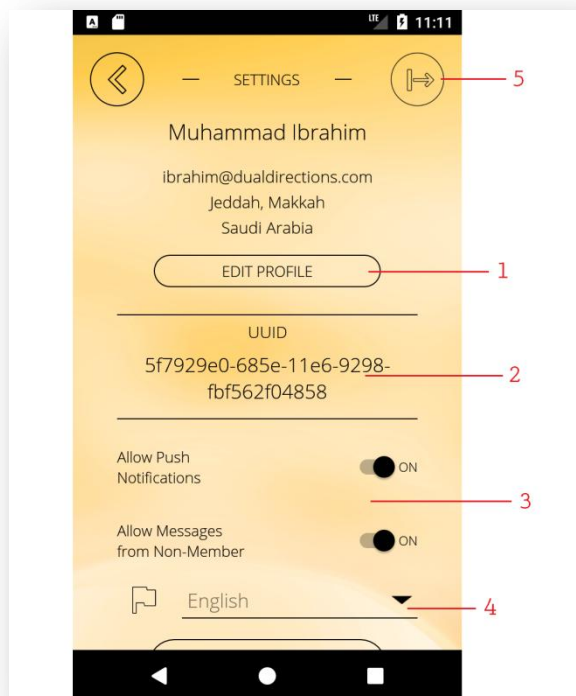


Figure 14: Edit Profile

